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**E-File**

December 16, 2020

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
P.O. Box 3265  
Harrisburg, PA 17120-3265

**Re: Status of PPL Electric Utilities' Annual IVR Report**  
**52 Pa. Code § 56.97(a)**  
**Docket Nos. P-2010-2168786, P-2012-2327036, and P-2016-2560140**

Dear Secretary Chiavetta:

PPL Electric Utilities Corporation ("PPL Electric") is writing this letter to inform the parties and stakeholders that it will no longer be filing annual IVR reports which was a requirement of its grant of waiver from 52 Pa. Code § 56.97(a). This waiver allowed PPL Electric to use its website and interactive voice response system ("IVR") to offer residential customers the opportunity to establish payment agreements. PPL Electric was initially granted a waiver from Sec. 56.97(a) in 2010, which was extended in 2013 and most recently extended in 2016. See, Order, dated September 24, 2010, at Docket No. P-2010-2168786; Order, dated January 24, 2013, at Docket No. P-2012-2327036; and Order, dated December 22, 2016, at Docket No. P-2016-2560140 (collectively the "Waiver"). Subsequent to the most recent Waiver extension the Commission revised its Chapter 56 regulations, including revisions to Sec. 56.97(a), which have eliminated PPL Electric's need for the Waiver relief. See Final Rulemaking Order, dated February 28, 2019, at Docket No. L-2015-2508421.

Prior to the 2019 Chapter 56 revisions, Sec. 56.97(a) specified that certain information be provided to customers by a public utility "employee" between the date the service termination notice was issued and the date service termination occurred. PPL Electric required the Waiver to utilize its website and the IVR system as an "employee" would not be providing the information. The revisions to Chapter 56 have removed the reference to "employee" from 56.97(a). PPL Electric is now permitted to use its website and the IVR system to comply with Sec. 56.97(a) without needing to rely on the Waiver. It is PPL Electric's position that it no longer needs to comply with the requirements of the Waiver, including submitting annual reports, because it is no longer relying on it to comply with Sec. 56.97(a).

In PPL Electric's most recent Waiver extension request in 2016 the Office of Consumer Advocate ("OCA") was the only interested party that participated in the proceeding. PPL Electric communicated its position outlined in this letter to OCA that it no longer needs the Waiver and will not be filing annual reports going forward. OCA does not object to PPL Electric's position in this matter.

Thank you for your consideration in this matter, and if anyone has any questions or concerns, they should contact me directly at the contact information provided above.

Respectfully submitted,



Michael J. Shafer

cc: Certificate of Service

**CERTIFICATE OF SERVICE**

**(Docket No. P-2010-2168786, P-2012-2327036, and P-2016-2560140)**

I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**VIA EMAIL**

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Date: December 16, 2020



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